

Figure 1

2/11

BEST AVAILABLE COPY

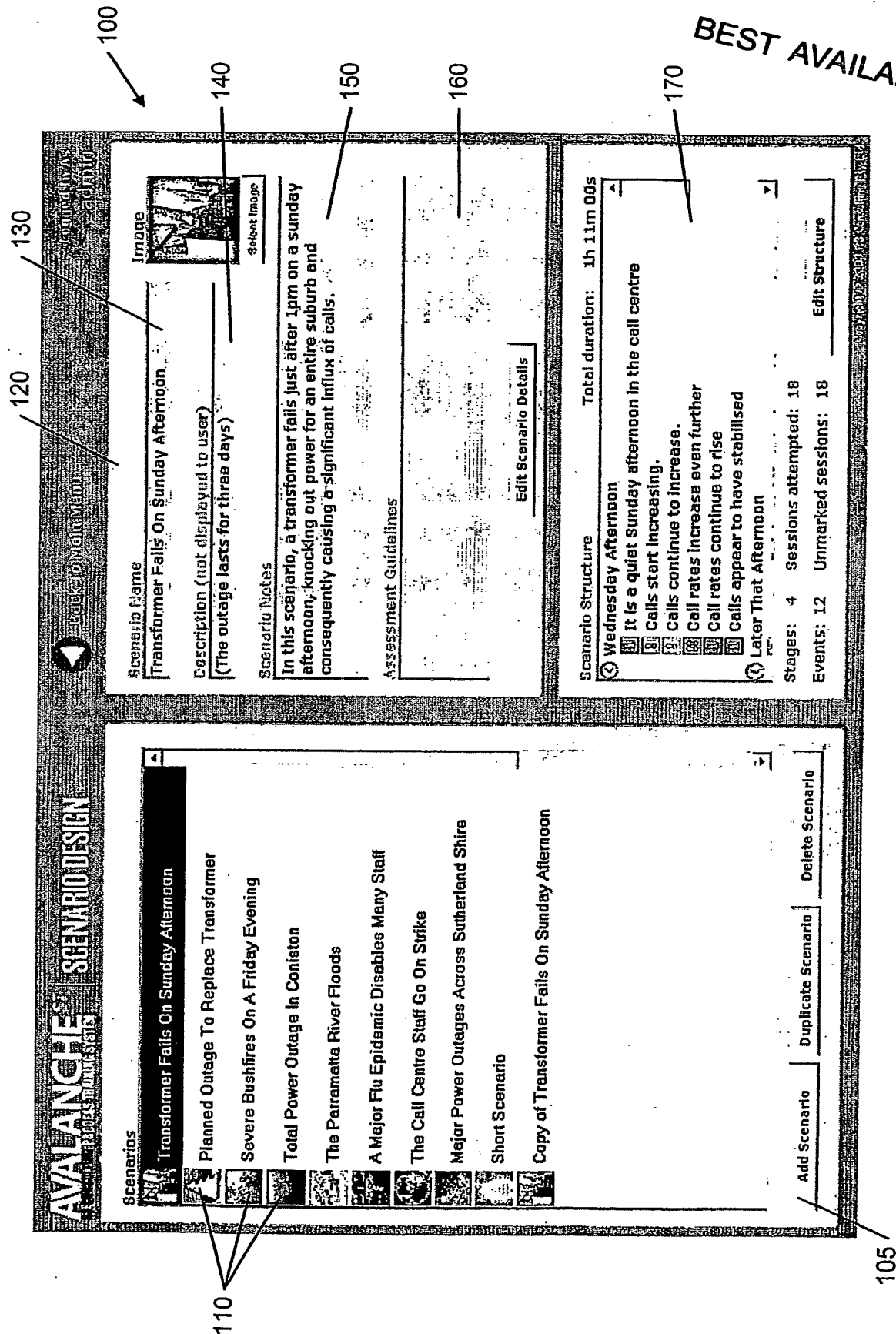


Figure 2a

AVALANCHE³ SCENARIO DESIGN

Total Time: 1h 11m 00s

Event Sequence

Sun Wk 1 - 1:36pm
Wednesday Afternoon

1:36:00 PM
It is a quiet Sunday afternoon in the call centre

1:37:00 PM
Calls start increasing.

1:42:00 PM
Calls continue to increase.

1:46:00 PM
Call rates increase even further

2:06:00 PM
Call rates continue to rise

2:21:00 PM
Calls appear to have stabilised

Sun Wk 1 - 5:00pm
Later That Afternoon

5:00:00 PM
One CSR finishes shift - she is unable to stay back.

5:05:00 PM
Call rates are not decreasing.

Mon Wk 2 - 7:00am
The Next Day

7:00:00 AM
Calls have still not decreased.

Thu Wk 2 - 3:00am
Three days later...

3:00:00 AM
Final repairs are being completed - calls decreasing

Move Up

Create New Stage

Add Event To Stage

Move Down

Paste Event

Delete Selection

Copy Event

Event Synopsis

Call rates continue to rise

Event Type

Info Level 1 Level 2 Level 3

Description

Correct Procedure

1) Communicate messaging details by email to MCIC, C&R Manager, CCM's and TL's.

2) Update television monitors & ESR Outage Noticeboard on

Update Call Centre Status

CSRs on duty 90 Queue length 8 Call wait 30 sec

Event Start Time:

2:06:00pm (Sunday, Week 1)

Event Duration

0 hours 15 minutes 0 seconds

Event End Time:

2:21:00pm (Sunday, Week 1)

[Edit Event Details](#)

Figure 2b

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BEST AVAILABLE CO.

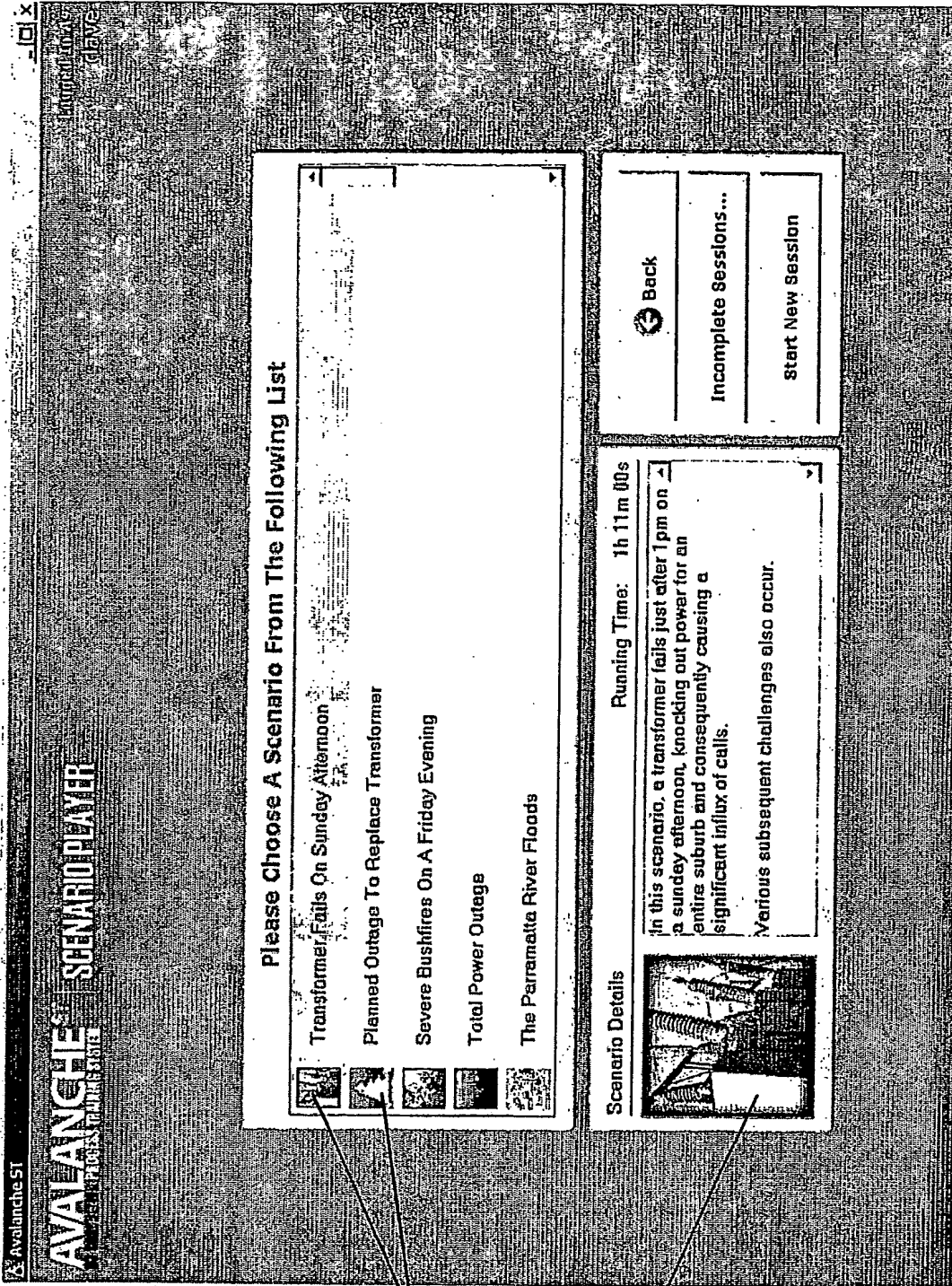


Figure 3

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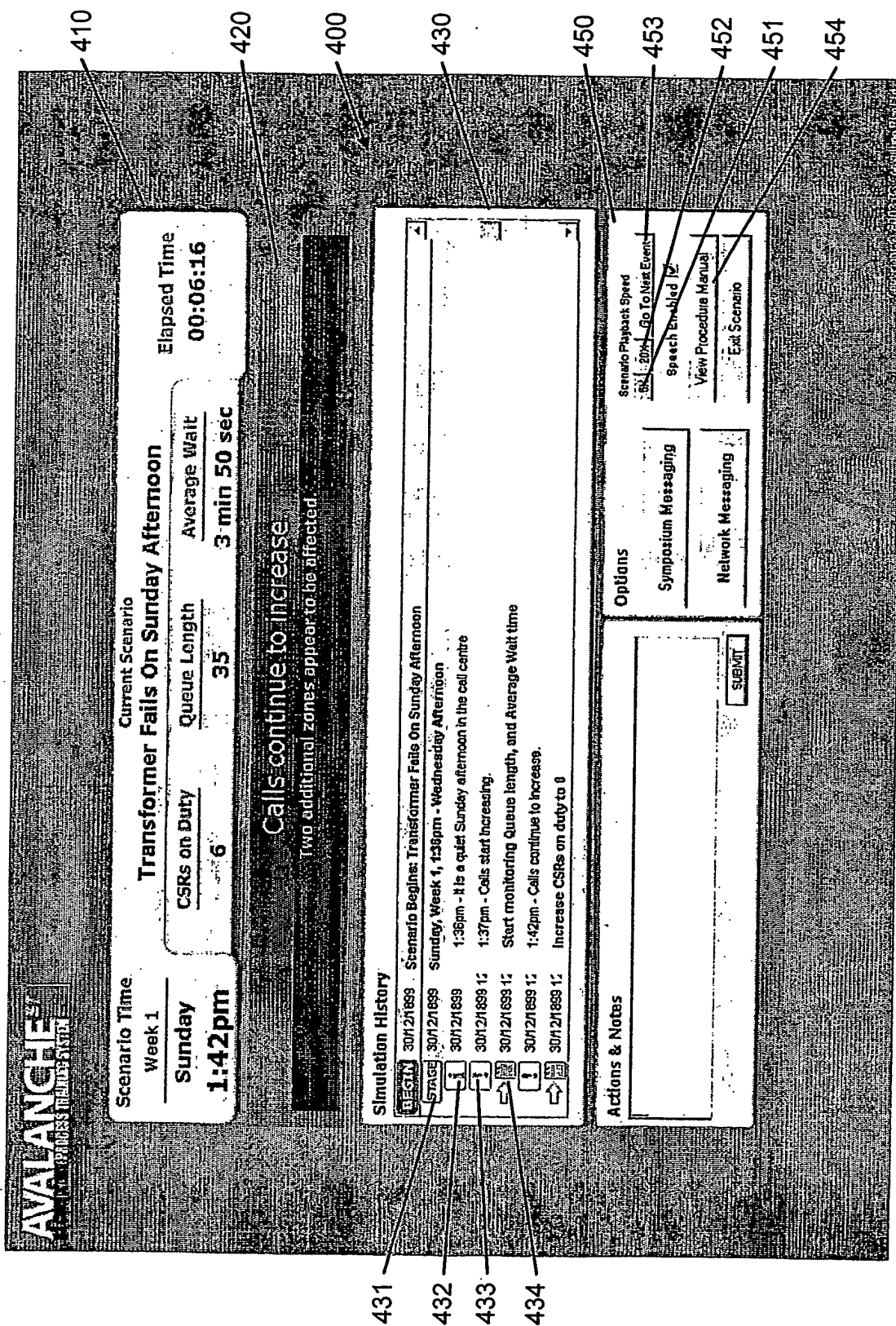


Figure 4

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BEST AVAILABLE COPY

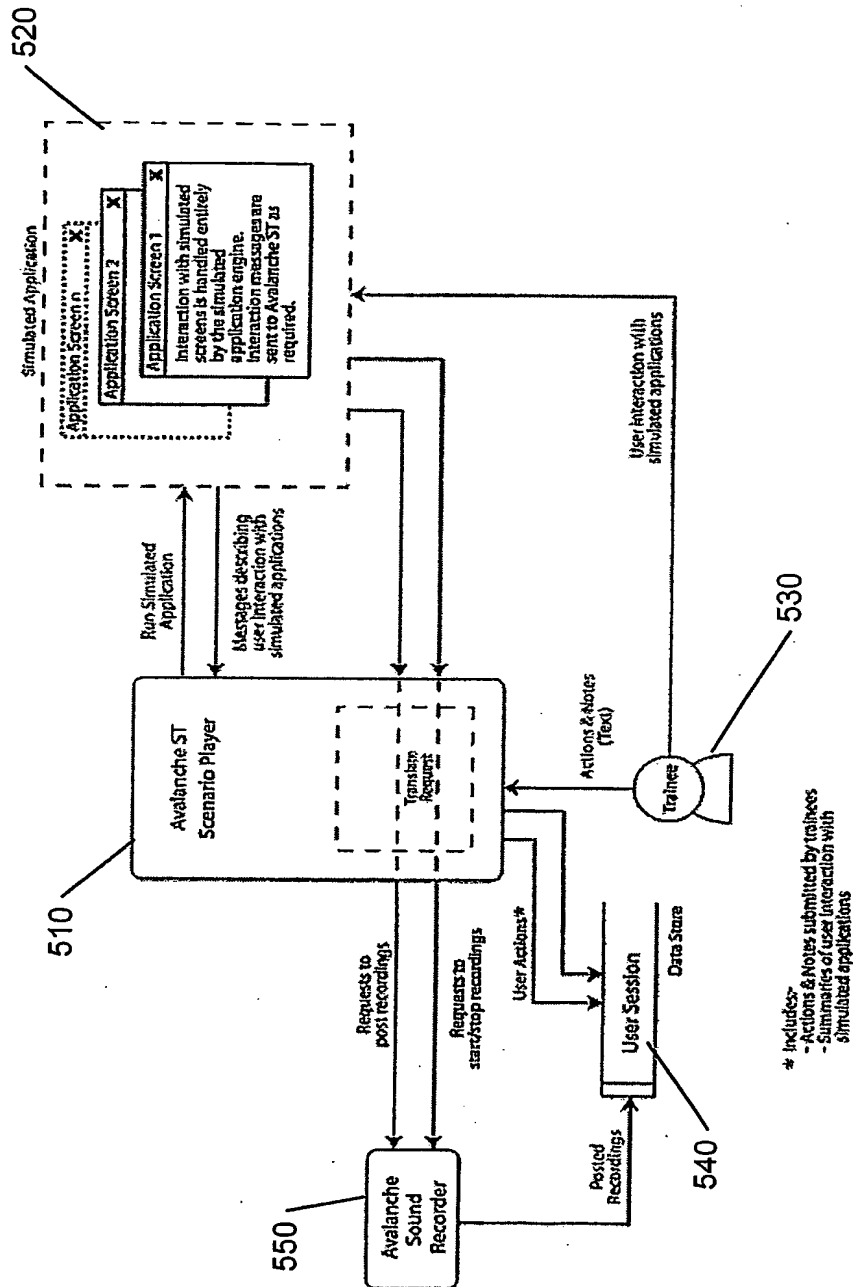
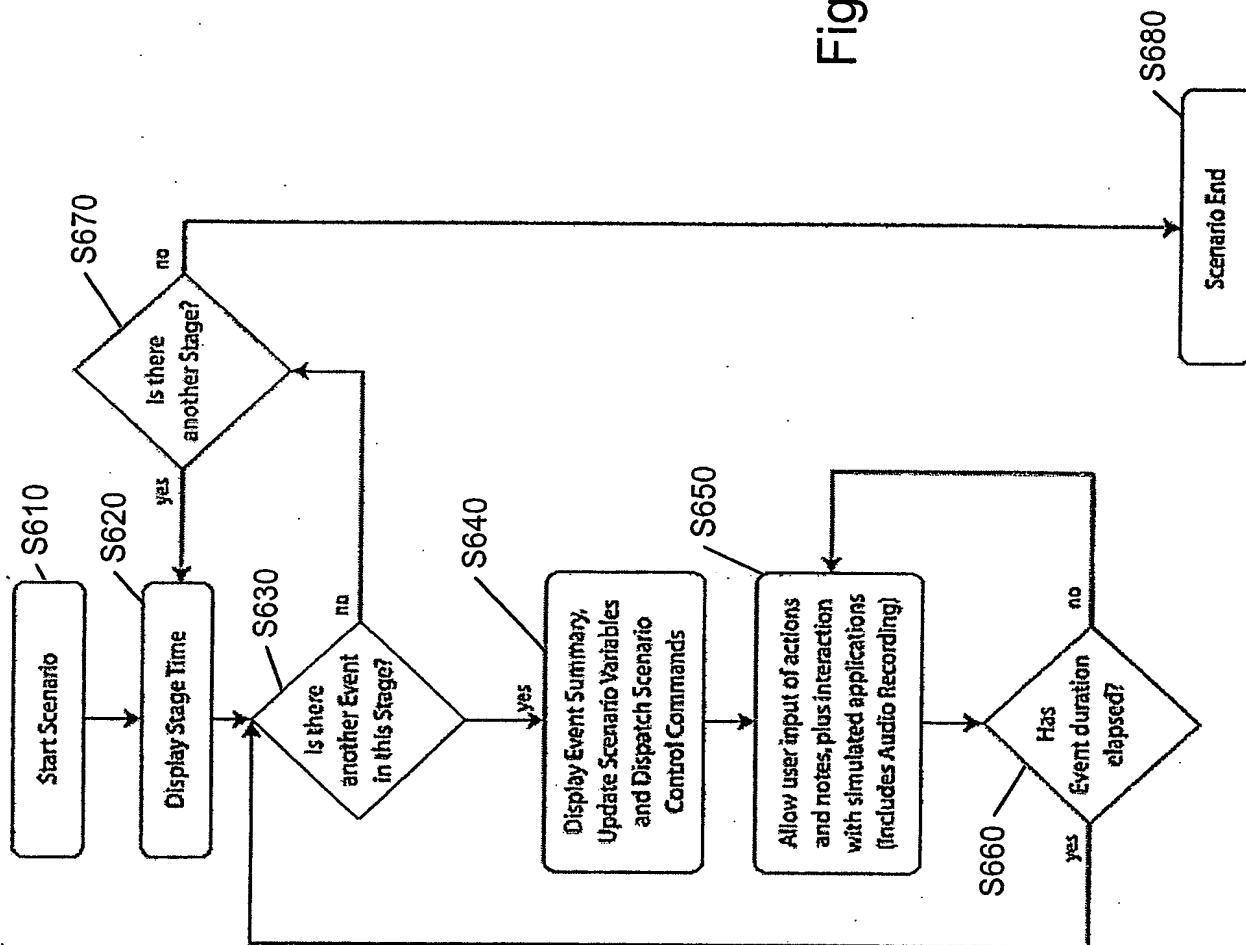


Figure 5

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Figure 6



730 740 700 720 710

AVALANCHEST SESSION MARKING

Please select a simulation session to mark

☐ List All Sessions

☐ Find Session By User ID

☐ Find Session By Date

☐ Find Session By Scenario

7/11/2003

Sessions

☒ Only Show Sessions Yet To Be Assessed

Session #	Created By	Date Started	Scenario Name	Assessment
231	htruld	21/11/2003	Total Power Outage	Not Yet Assessed
232	das	21/11/2003	Short Scenario	Assessment
235	das	25/11/2003	Total Power Outage	Not Yet Assessed
237	das	3/12/2003	Transformer Falls On Sunday Afternoon	Assessment
251	das	8/12/2003	Short Scenario	Not Yet Assessed
260	das	13/12/2003	Transformer Falls On Sunday Afternoon	Assessment

Back

Print Selected Session

Mark Selected Session

Figure 7

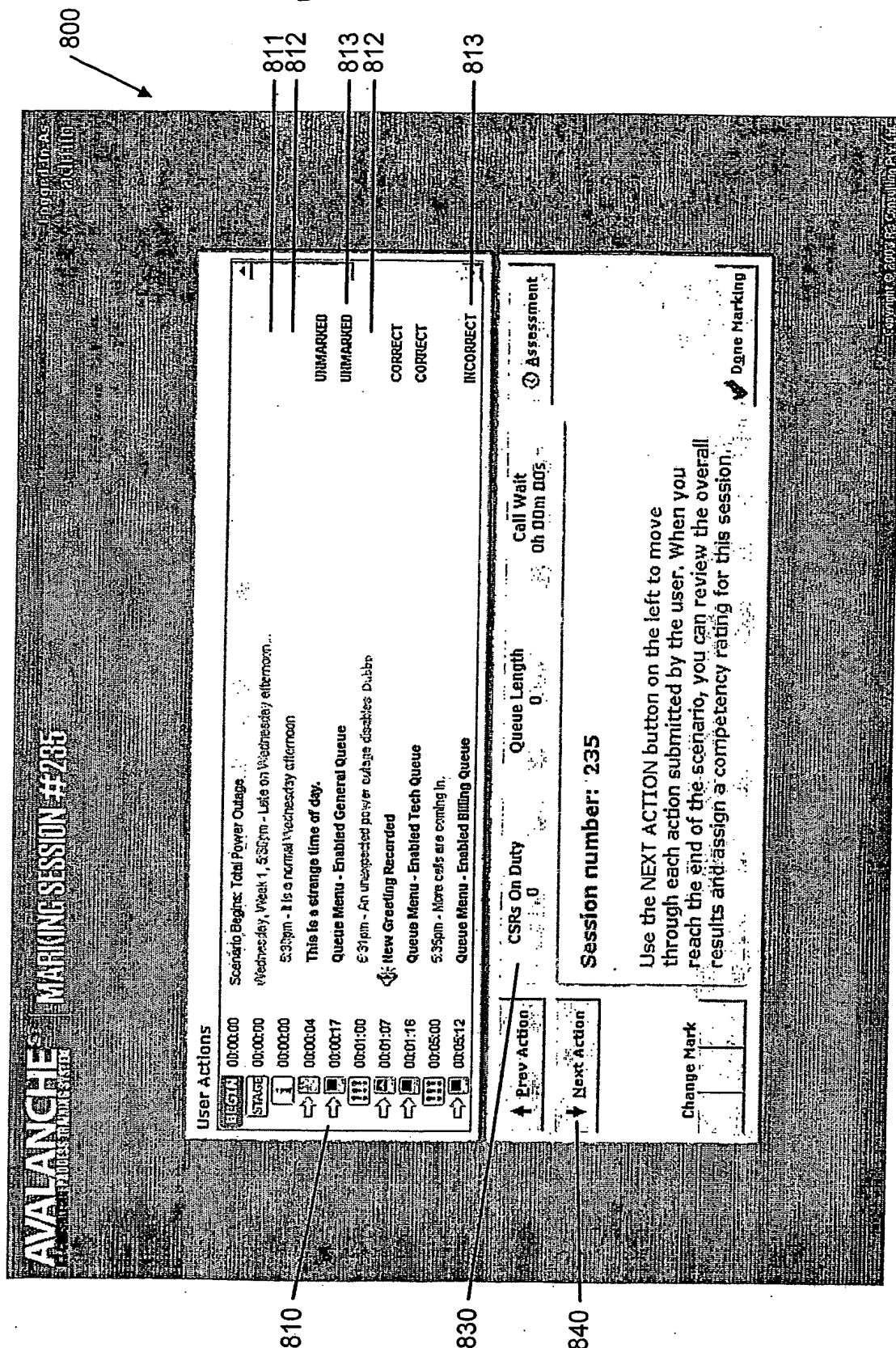


Figure 8

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900

910

<p>↑ Prev Action</p> <p>↓ Next Action</p> <p>Change Mark</p>	<p>CSRs On Duty: 6</p> <p>Queue Length: 35</p> <p>Call Wait: 0h 07m 00s</p> <p>Assessment</p>
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Suggested Procedure For This Event

- 1) Category 1 exists if Call Wait Time greater than 5min in any CIC queue.
- 2) If ESR queues are affected, contact Network control area immediately on 83070 for outage details.
- 3) If ESR queues are not affected, ascertain if wait time in Accounts queues warrants a special message to assist the call inquiries.
- 4) Commence Call Availability / Outages events log FCS 0003, located in

Done Marking

Figure 9a

920

930

940

<p>↑ Prev Action</p> <p>↓ Next Action</p> <p>Change Mark</p>	<p>CSRs On Duty: 28</p> <p>Queue Length: 440</p> <p>Call Wait: 0h 54m 00s</p> <p>Assessment</p>
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THIS ACTION IS MARKED INCORRECT

Add Comments Below

You shouldn't enable the billing queue.

Rating: ☐ Assign Rating

Category: ☐ crucial

Done Marking

Figure 9b

BEST AVAILABLE COPY

11/11

1000

1030

1020

1040

↑ Prev Action	↓ Next Action	CSRs On Duty 28	Queue Length 440	Call Wait 0h 54m 00s	Assessment
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Classifications	
Category	Tally
Critical	2
Important	1

Total Rating: 16 out of 19

Assessment Summary

To complete marking, choose a result:

Competent

Change Mark

Done Marking

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Figure 10